

Effective Date: March 12, 2000
Modified Effective: September 9, 2001
Modified Effective: October 7, 2001
Modified Effective: December 2, 2001
Modified Effective: April 3, 2005
Modified Effective: June 6, 2010
Modified Effective: May 22, 2011
Modified Effective: October 6, 2013

**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION**

REVENUE PROGRAM SUPERVISOR

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future professional supervisory positions located within the Department of Revenue, which supervise a tax-related or unclaimed property program area. This classification specification is not intended to identify every duty that may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

The positions in this classification are professional supervisory positions located within the Department of Revenue, which supervise staff in the Customer Service Bureau,, Business Services Section, Process and Data Services Section, or Unclaimed Property Section.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the statutory definition of supervisor as defined in Wis. Stats. 111.81(19), as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions not located within the Department of Revenue or positions which do not supervise tax-related or unclaimed property programs.

3. Positions which perform for the majority of the time, duties and responsibilities that are more appropriately classified as Revenue Supervisor or Revenue Section Chief.
4. All other positions, which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter positions within this classification by competitive examination.

II. DEFINITION

REVENUE PROGRAM SUPERVISOR

Positions allocated to this classification are supervisors located in the following areas: (1) Unclaimed Property Section: Supervises the Unclaimed Property Section staff that assists individuals in recovery of unclaimed property and holders in reporting and turning over unclaimed property. Work is performed under general supervision. (2) Business Services Section: Directs the complex forms management program for the agency; directs mail services activities and acts as the facility manager at the department's main office building; and directs the agency's fleet management program. Work is performed under general supervision. (3) Refund Research and Return Services Section: Located in the Customer Service Bureau, supervising staff responsible for the return of undeliverable refunds, tracing and reissuing refunds, and coordinating forgery claims with respect to tax refunds. The unit also provides customer service and retrieval and reproduction of records for authorized parties. Represents the department as the official Custodian of Records for tax returns and files. Work is performed under general supervision. (4) Customer Service Section: Located in the Customer Service Bureau, supervising staff either in the Business Tax Section or the Income Tax Section that are responsible for performing technical customer service activities, providing general assistance to customers and educating taxpayers and department staff. Duties also include performing a variety of special work assignments, i.e., researching and preparing technical bulletins and manuals. Work is performed under general supervision. (5) Customer Communications Section: Supervises the Customer Communications Section staff within the Customer Service Bureau and is responsible for leading the development of a variety of written communication pieces for both internal and external customers, including production scripts, taxpayer educational materials and social media content. Works closely with division managers to address communication needs that educate taxpayers or promote department programs. Work is performed under general supervision. (6) Process and Data Services Section: Leads the collection and analysis of production of work performance data and other statistics, both at the bureau and division level; Provides policy analysis, analyze, interpret, and recommend legislative changes and determine their fiscal effect, manage bureau and division projects, and supervise section staff. Work is performed under general supervision.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification was created effective March 12, 2000 as a result of the broadbanding study and announced in Bulletin CC/SC-109 to describe professional supervisory positions located within the Department of Revenue, that supervise employees involved in enforcing tax compliance programs. This classification was modified effective September 9, 2001, to add an allocation for the Mail Opening/Review and Data Capture Unit Supervisor. This classification was modified effective October 7, 2001, to add an allocation for the Business Services Section Chief. This classification was modified effective December 2, 2001, and announced in Bulletin CLR/SC-135 to add an allocation for the Customer Education Unit Supervisor. This classification was modified effective April 3, 2005 and announced in Bulletin OSER-0061-MRS-SC to add an allocation for the Record Management and Office Services Section. This classification was modified on June 5, 2010 and announced in Bulletin OSER-0267-CLR/SC to remove the Document Processing Supervisor, and Income Tax Adjustment Unit Supervisor, add the allocations in the Customer Service Bureau, and modify the Data Capture Section Chief and Records Management & Office Services Section Chief allocations. This classification was modified effective May 22, 2011 and announced in Bulletin OSER-0279-CLR/SC to add the allocation for the Process & Data Services Section Chief. This classification was modified effective October 6, 2013 and announced in Bulletin OSER-0341 to add the Unclaimed Property Section, remove the Data Capture Section Chief and update other allocations.

TSH
TLW/PLW
TLW/SRD
TLW/HK
01520